

Common Questions

What is Employee/Member Self Service?

Employee/ Member Self Service (E/MSS):

- ★ Is An Initiative Sponsored by the Defense Finance and Accounting Service Providing More Responsive Service to Payroll Customers
- ★ Offers Additional Features Over Existing IVR Systems Which Only Allow You to Query Information
- ★ Provides The Power to Initiate Your Pay Account Changes in a Secure Electronic Environment
- ★ Delivers The Ability to Process Transactions Through a Combination of Internet/Web or Interactive Voice Response (IVR) Technology
- ★ Offers A Tool for Reviewing Your Account Information Prior to and After Changes

How Does E/MSS Benefit Me?

In Phase I of E/MSS You Can:

- ★ Change Your Federal Tax Status
- ★ Update Your Allotment Information
- ★ Change Your Correspondence Address
- ★ Update Your Financial Institution Account Number or Change Your Electronic funds Transfer (EFT) Address

Additional Future Phases Will Allow Changes Like:

- ★ Change Your State Tax Status and Exemptions
- ★ Update Your Bond Information

What If I Already Have a Personal Identification Number (PIN)?

- ★ All DFAS Customers (Active/Reserve Military, Retirees, Annuitants and Civilians) will Be Issued a temporary PIN which you must customize when first Accessing E/MSS.
- ★ If you are Active or Reserve Military, Continue to Use Your Existing PIN for Accessing Your Current Informational IVR System.
- ★ If you are a Retiree or an Annuitant, Continue to use your existing PIN for accessing your Current Informational IVR System. When your E/MSS PIN is personalized, you will have the convenience of remembering only the new, personalized PIN for accessing both your Current Informational IVR System and E/MSS.

How is E/MSS Accessed ?

The system can be accessed by touch-tone phone, and the Internet. For Security Reasons, cellular phones are not recommended.

What Information is needed to use Employee/Member Self Service?

In order to access E/MSS customers need their Social Security Number (SSN) and Personal Identification Number (PIN). Depending upon the transaction, additional information may be needed.

How does an employee/member get a Personal Identification Number (PIN) ?

A temporary PIN will be mailed to you by the Defense Finance and Accounting Service. When you access E/MSS for the first time, you will be required to personalize your PIN and to respond to a series of questions for identity validation purposes. The same process will be followed for Active and Reserve Military who do not currently have a PIN for accessing your informational IVR system.

What do I need to know to personalize my PIN?

When you personalize your PIN, it must be 4-8 numeric digits. It cannot contain 4 or more consecutive numbers (i.e., 23456) or 3 or more repetitive numbers (i.e., 22231). The number you select cannot begin with all zeros, cannot be all 9's and cannot begin with the first four digits of your social security number.

When are transactions made effective?

Upon completion and confirmation of an action, E/MSS provides the effective date of the transaction, you may then verify your change by accessing E/MSS with 2-7 business days from the date of the input.

Questions Continued

How safe is the system?

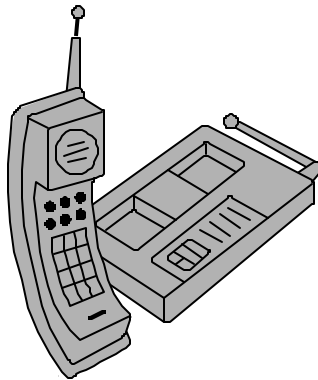
The unique combination of SSN, PIN, and a DoD-specific telephone number needed to access Employee/Member Self Service ensure E/MSS operates in a secure electronic environment.

Is there any assistance?

Help information is always available on the system. In addition, an employee/member can call the customer support unit which will be available Monday through Friday between 7 a.m. and 7 p.m. Eastern for assistance with E/MSS and PINs

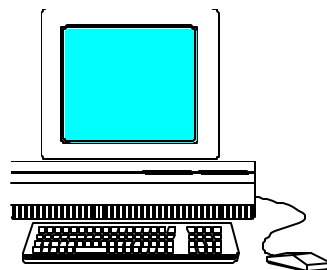
Can the PIN be changed?

You can change your PIN on-Line in E/MSS or via your Informational IVR System. To change your PIN, you will need to select the Change PIN Option from the main menu or voice response script. You will be required to enter your current PIN and you will be required to enter your new PIN twice.



Why Use E/MSS?

As a Department of Defense employee, military member, retired service member or annuitant, you will have additional control over your pay account and gain faster response time for changes desired



EMPLOYEE/ MEMBER SELF SERVICE



**PEOPLE EMPOWERED
THROUGH TECHNOLOGY**